



## Community Partner Briefing

News from Covered California

Volume: 2, Issue: 11

September 23, 2015

### OPEN ENROLLMENT

#### Countdown to 2016 Coverage

Are you ready for the upcoming fourth quarter? Covered California's Open Enrollment is **39 days** away. Renewal is just **19 days** away and counting! To support you as you plan and prepare for this busy season, here are included a few resources which you may find useful as you interact with consumers:

- [Webinar Schedule](#) – Full schedule of the webinars that will be hosted throughout the fourth quarter to give Community Partners access to valuable new information, updates and training on our health plan offerings and resources.
- [Renewal Toolkit 2016](#) – Features documents, tools and materials to help you as you guide consumers through the renewal process.
- [Open Enrollment Paper Calculator](#) – Explains financial assistance simply and gives consumers a general understanding of how income and household size impact eligibility for financial assistance. The piece can also be personalized to include your contact information so consumers can reach out when they are ready to look at their coverage options.
- [The Covered California Print Store](#) – Features marketing materials for purchase including branded tablecloths, canopies, posters, and

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#### IN THIS ISSUE

- [Open Enrollment](#)
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#### REMINDERS

- [Recertification Training Available](#)
- [Tools to Help You Ease Consumer Concerns over Premium Costs](#)
- [Covered California, Department of Education Join Nonprofits to Help School Officials Inform Families About Health Insurance](#)
- [Explore the Covered California Store & Print Store Today](#)
- [County Contact List for Medi-Cal Assistance for Immigrant Californians](#)

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brochures in multiple languages. You can customize collateral pieces with your contact information to co-brand with Covered California and have them delivered right to your front door.

- [Enrolling in Quality Coverage: A Step-by-Step Guide](#) – Explains the application process step-by-step and includes important information that consumers should keep track of including enrollment deadlines and how to apply for financial assistance. The guide can also be personalized to include Community Partner contact information and is available in [Spanish](#).

Covered California's countdown and resources for Renewal and Open Enrollment will be featured under "Important Dates" in the right-hand toolbar over the next few weeks.

## ACCESS TO CARE

### U.S. Census Report Confirms California's Significant Success in Reducing the State's Uninsured Rate

Covered California Executive Director Peter V. Lee hailed a recent U.S. Census Report, which showed a significant decline in California's uninsured rate. The report showed California's uninsured rate dropped to 12.4 percent in 2014, down from 17.2 percent in 2013. The reduction drop is the fifth largest decline among all states.

[READ MORE](#)

## OUTREACH TOOLS

- [Open Enrollment Webinar Schedule](#)
- [School Educator Partner Toolkit](#)
- [Renewal Toolkit](#)
- [Covered California Print Store](#)
- [Covered California Store](#)
- [Social Media Toolkit for Individual Marketplace](#)
- [Webinar Recordings Online](#)
- [Special Enrollment Marketing Fact Sheet](#)
- [2015 Health Benefits Chart](#)

## IMPORTANT DATES

- 9/24 – [Covered California for Small Business Webinar](#)
- 9/30 – Deadline for submitting Consent for Authorization documents for automatic renewal
- 10/12 – Start of renewal season for 2016 coverage
- 11/1 – Open Enrollment for 2016 coverage begins

## WEBINARS

### Covered California for Small Business Webinar

This Thursday, September 24, 2015 Covered California for Small Business will be hosting an exclusive talk with Covered California Director of Outreach & Sales, Kirk Whelan and Covered California for Small Business Vice President of Sales, Chris Patton to discuss the many opportunities the small-business program is providing to the Partner community. Attend this webinar to find out what Covered California for Small Business has to offer this quarter and in the coming year and how you and your small group clients could benefit.

[Click here to register](#)

**Thursday, September 24, 2015  
10:00 - 10:30 a.m.**

This webinar will be broadcast live and will feature a real-time Q & A session. You can submit questions during the webinar to [OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov).

A recording of the webinar and a copy of the presentation will be made available 1-2 days after the event and is available for you to view [online](#).

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### Kaiser Permanente Member Experience Webinar

On October 1, 2015 Kaiser Permanente will be hosting the third in a series of Covered California health plan webinars for outreach and sales partners. Attend this webinar to learn more about Kaiser Permanente's member experience and resources available to consumers through Kaiser's health plans. A registration link will be provided via Community Partner Alert next week.

## UPCOMING OUTAGES

- Saturday, September 26th from 6:30PM to Monday, September 28th, 2015 at 6:00 AM
- Friday, October 9th from 8:00 PM to Monday, October 12th, 2015 at 6:00 AM

## PREVIOUS ISSUES

[September 11, 2015](#)  
[August 26, 2015](#)  
[August 12, 2015](#)  
[July 29, 2015](#)  
[July 16, 2015](#)  
[June 30, 2015](#)

*webinars cont.*

**Thursday, October 1, 2015  
2:00 - 3:00 p.m.**

A [full schedule](#) of upcoming webinars is now available for you to view online.

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## PARTNER RESOURCES

### **New Archive Available for Accessing Past Webinars and Newsletters**

To support our efforts to organize and centralize Community Partner communications, there is a new [Webinars & Briefings archive](#) available online as part of our updated [Partner Toolkit](#). The archive is organized so Partners can easily sort through past webinars, newsletters, and other important documents by date and subject.

Add the [archive page](#) to your bookmarks so you remember to visit it for the latest and most up-to-date information. We also encourage you to access our [Partner Toolkit](#) regularly to view new features and resources as they become available ahead of Open Enrollment.

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### **New Medicare Fact Sheet Available**

Need assistance clarifying Medicare concepts for consumers? Check out the [Medicare Fact Sheet](#) to assist you in explaining Medicare terms and concepts to Medicare beneficiaries and their families. The Fact Sheet goes into detail about Medicare's relationship to Medi-Cal, Medicare Part A v.s. Part B and explains the distinctions between Medicare and Covered California. This piece also includes several Medicare eligibility scenarios which you can reference as you answer questions regarding eligibility and enrollment in Medicare and/or Covered California plans.



Our mission is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

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**CoveredCA.com  
(800) 300-1506**

*partner resources cont.*

It is important for you to know that Covered California does not offer Medicare or Medicare supplemental plans. If a consumer is enrolled in Medicare, they are not eligible to purchase coverage through Covered California.

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## **IPAS Homepage Updates**

To organize and centralize Community Partner communications we have updated many sections of the [IPAS Homepage](#). The Homepage is organized so that Entity, Counselor, and Consumer Resources can easily be found.

Updates to Program Resources such as [Entity Management Training](#) along with:

- [Entity Primary Contact Resource Guide](#)
- [Resource Directory for Entities and Counselors](#)
- [2015 Health Insurance Benefits and Rates](#)

The following links on the IPAS Homepage will direct you to the new [Webinar & Briefings Archive](#) available online as part of the updated [Covered California Toolkit](#):

- [Webinar Archive](#)
  - [Community Partner Briefing's Archive](#)
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## **Renewal Toolkit 2016**

To make the renewal process as simple as possible, access the 2016 Renewal Toolkit which includes the critical information and materials you need to handle a wide variety of renewal scenarios and quickly identify Covered California member's needs.

[Pre-Termination Notice](#) – This notice is a follow up request to resubmit eligibility documentation to

*partner resources cont.*

Covered California. Members that receive this notice must submit Lawful Presence/Citizenship and/or Social Security documents to continue with health coverage or financial assistance through Covered

California. Consumers that receive this notice must provide Covered California with appropriate documentation by September 30, 2015 or risk coverage termination.

**Reminder: Important documents available in the toolkit:**

Access the [Renewal Toolkit 2016](#) here or anytime on Covered California's [Community Partner webpage](#) to get access to the Pre-Termination Notice and other important Notices, Talking Points, Job Aids and FAQs. This toolkit will be updated with additional materials as they become available.

## **CEC/PBE Help Line Hours**

**Covered California's CEC/PBE Help Line**

**Phone: (855) 324-3147**

**Monday thru Friday, 8:00 a.m. to 6:00 p.m.**

**Saturdays and Sundays, Closed**

**The following numbers were phased out and stopped forwarding to 855-324-3147 on July 14, 2015: 844-238-3567, 888-402-0737**

## **LMS Help Desk Support**

**Contact LMS Help Desk Support at [CCULearning@covered.ca.gov](mailto:CCULearning@covered.ca.gov).**

**Questions** or **comments** about our articles or to **suggest** articles on other important informational topics to us, **email:** [OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov).

Visit our [Link To Us](#) webpage to access official Covered California buttons which you can include on your website or any other digital marketing materials.